botomation
Converse + Cognize + Automate

How cognitive chatbots provide supreme customer experience and transform service desk interactions

Artificial Intelligence (AI) and Machine Learning (ML) is no more a fairy-tale ,we see them everywhere around us. Right from helping us to know the delivery time of our ordered food, suggesting friends on social media, recommending products on e-commerce sites, to our very own personal assistants like Siri, Cortana, etc., AI has managed to influence our daily lives immensely.

Now, AI is taking a centre stage in creating customer experience strategies.

By leveraging cognitive technologies, organizations can gain insights from various touchpoints to improve customer interactions and make a valuable business decision, in addition, get insights on customer buying behaviour's and preferences in real-time.

How leveraging AI can transform your service desk?

IT service desk has become an indispensable component of business success.

In every organization, it is the service desk that is flooded with support requests like installation of printer, slow browser, upgrade for a new version software, password reset, and a whole lot of things.

With the latest technology developments, IT technicians and administrators face the pressure to stay ahead of the curve, communicate effectively, and deliver efficient services to every end-user while being within the company's budgets.

Is AI only the future of Service desk?

Besides personal lives, AI has already started revolutionizing the work environment, and the Service Desk is no exception. There are many hysteric conspiracy theories on AI overpowering human intelligence and beyond. But in reality, AI only assists humans at a better pace.

With every new technology, there is a loss of roles to some extent, but at the same time, new opportunities emerges, and new jobs are being created. AI Service Desk only frees employees from doing monotonous, repetitive tasks, and does not replace their roles. So that employees can spend more time and expertise in offering better customer experience.

AI chatbots for service desk empower your agents to select the right channel and engage with the customers in the best possible way. Your internal customers often complain about:

- Lack of immediate response

- Services offered are not appropriate

- Not easily available to solve even simple problems

- Challenging to follow instructions to resolve while working in remote

- Clueless on the issue that was reported earlier

With AI-powered chatbots, your IT desk can take better control of the workflow, reduce delays, eliminate repetitive tasks. While working in unison with the chatbot, it fosters increased customer trust and becomes a "closed-loop" virtuous circle" of learning and trust.

Tryvium Service Desk powered by AI and ML capabilities, which can be integrated with ITSM, HRIS, and CRM offers a highly personalized, seamless customer experience.

With Tryvium, you can deliver intelligent interactions, connect customers with the right agents, and improve resolution times.

Intent identification

Chatbots can be programmed to recognize and interpret the nuances of language used in human's natural conversation.

Through this capability of Natural Language Processing, they understand what your customers have in mind while typing a question and can chat with them in a similar way as they would to a friend.

The intent is parsed to a successful, engaging conversation. Much of your customers' time is saved in explaining their issue to the agent.

Enable empathy

Empathy is one of the main strengths of chatbots. They not only understand the intent of your customers but even their emotions or sentiments.

With NLP, bots analyze the sentiment and text of customers messages based on phrases, grammar and syntax to engage better. The sentiments are classified into positive, negative or neutral.

Round the clock support

Chatbots support your customers 24x7, unlike agents who may work only on a fixed shift timings. Alternately, for "out of business hours," queries your agents can set predefined responses to address the issues quickly.

Better self-service interface

Self-help is the best help. Customers don't have to depend on you to solve simple issues like password reset, slow browser, locked account, and other common issues. Virtual agents can help them in real-time much quicker with personalized interaction and also in your customers' preferred language. They auto-suggest relevant self-help articles for ticket deflection. They evolve with every encounter and identify the knowledge gap with aggregated ticket data and generate new knowledge articles.

Workflow automation

It is estimated that IT teams in organizations spend at least 30% time in low-value, mundane tasks like:

- Password reset

- Providing virtual servers and resources for new users,

- Security verification for account controls

- Multi-factor authentication

- Setting up mail accounts

- Install printers

- Establish VPN connection

All such tasks can be automated with chatbots. Also, you can set ticket approval workflows so that customers do not have to wait for approvals or resolutions.

Improve service desk performance

As agents will focus on interesting and fulfilling tasks, their pressure is taken off, and satisfaction and morale are increased. Apart from that, customers have the provision for rating the service on a scale of 1-10 and sharing their feedback, which is the most reliable source for tangible data that can be used for important business decisions. Customer insights will help you understand clients and your agents more profoundly.

That being said, the service desk is ripe with the opportunity to leverage AI chatbots that benefit both the internal customers and support staff.